

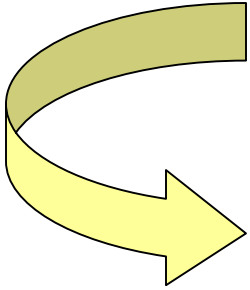
SI-CCCB, February 3 – 4, 2004
Kennedy Space Center, FL



TECH SUPPORT

Specs Interact

About Tech Support The Best!!!



➤ Customers Contact Support Desk

- Email
- Phone
- Fax

SpecsTracker

- Assist customers with problems
 - Discuss with Tech Support Team
 - And/or the Development Team
- Log Call into Database

Whatever It Takes
to get the job done!



SpecsTracker

Support Doesn't End There

- Bugs

- Tested

- Validate

- Development Team

- Logged into Database for Tracking

SpecImpact

Support Doesn't End There

- Change Requests
 - Validated
 - Logged into Database for Tracking

SpecImpact

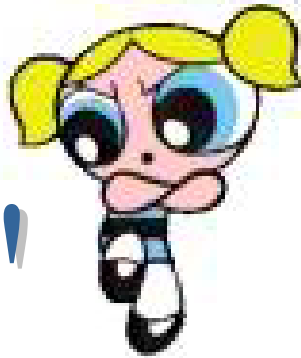


Queen of Master Text "Maggie"

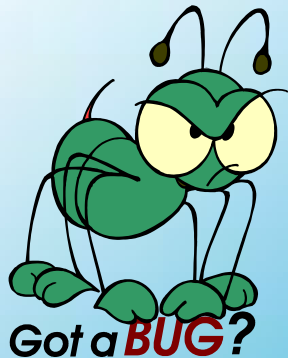
- Maintains the NASA and NASAKSC Masters
 - Prepares Sections for Review
 - Coordinates with NASA and SGS
 - Prepares Database for posting

SpecTracker

"Jenn"



- Maintains the Bug Database
- Maintains the Change Request Database



SpecImpact

"Cheryl"

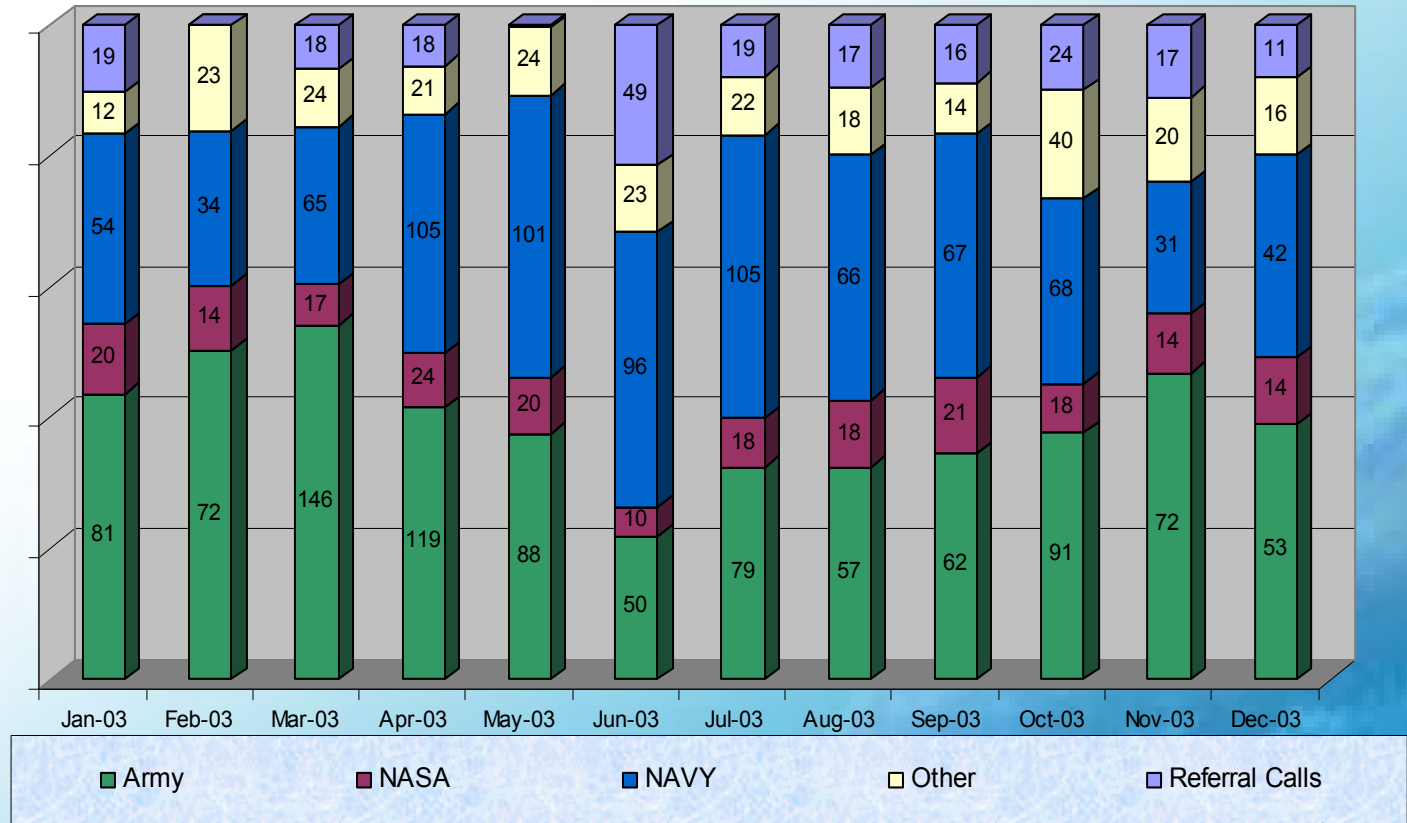
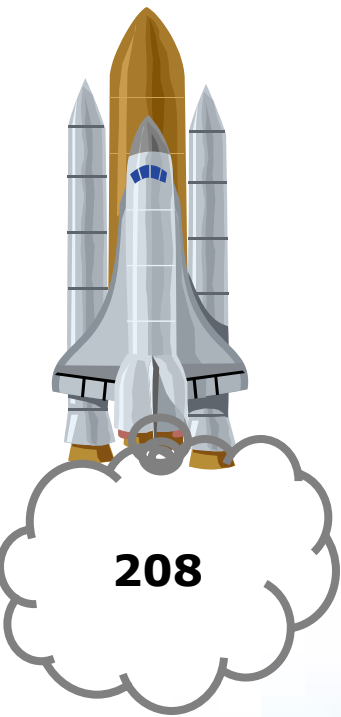


- Primary Tester
- Master Text Backup
- Assists Cheryl Mansfield with Documentation & in training for backup Web Maintenance

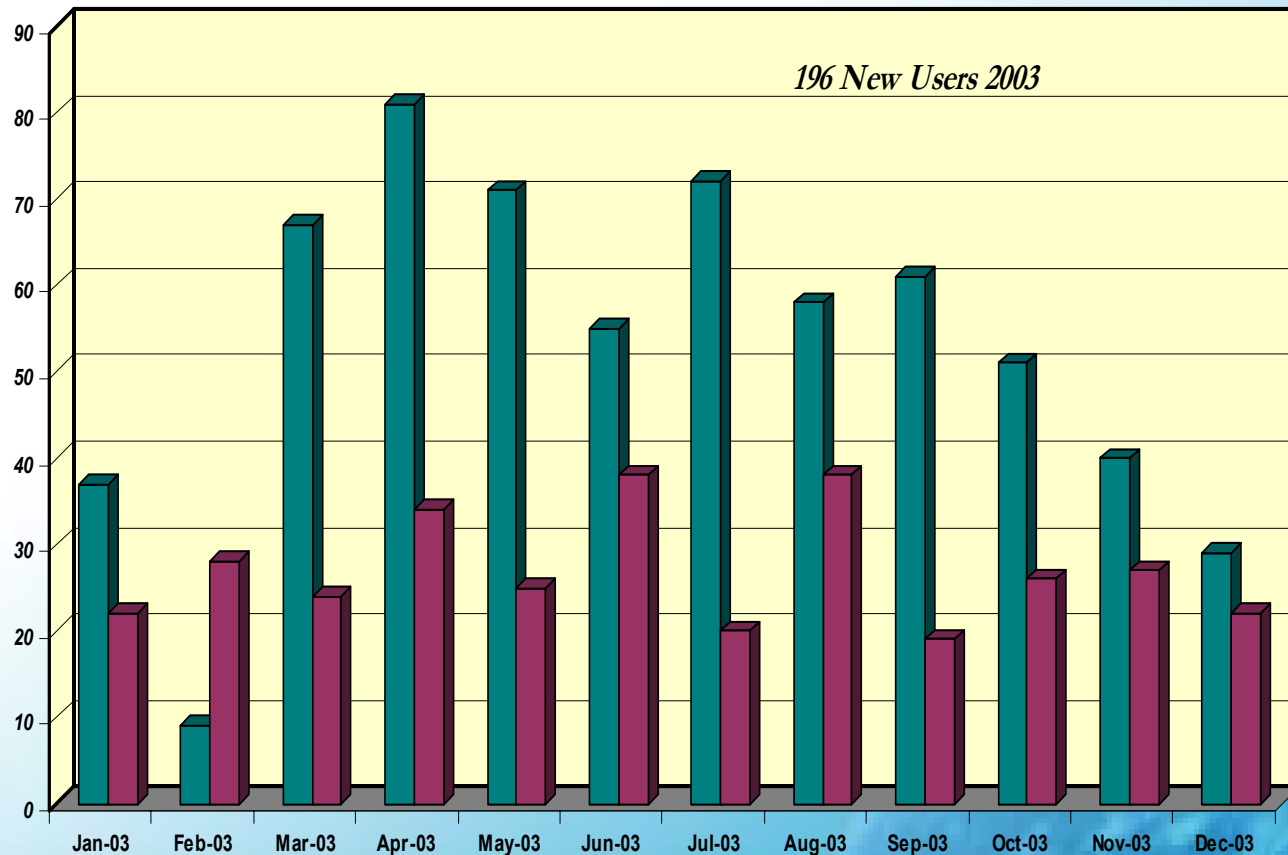
SpecImpact

SpecsIntact Support Calls By Agency

January 2003 - December 2003



SpecsIntact New Users



	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
No Of Calls	37	9	67	81	71	55	72	58	61	51	40	29
Average Call Length	22	28	24	34	25	38	20	38	19	26	27	22

SpecsIntact

Customer Comments...

"Just a quick note to thank everyone who works in SpecsIntact!! I just tried "Paragraph Numbering" and it really works! This is saving me so much time since the last time I did SpecsIntact and I am so excited about it! Thank you so much! It is absolutely wonderful. Amazing how little things can make your day like that, isn't it?"

~ Rebecca White ~

SpecsIntact

Customer Comments...

Thank you so much for your quick response in helping me. It is very comforting to know you (Technical Support Staff) is here for me!!!!

~ Joan VanDyne ~

SpecImpact

Customer Comments...

It works!!! You folks have made my day....

THANK YOU so much for hanging in there with me and for helping me with the resolution of the TXT problem. Also please extend a special appreciation to Jim for his quick fix.

SpecImpact

Customer Comments...

Your're all an amazing group of individuals and I just wanted you to know that I truly appreciate everything that you do for the users of SpecsIntact. It's always been a great software program for specifications, but it's people like you, Jim, and Cheryl and the support you give us that makes it the BEST program ever.

....Thank you all very, very much!

~ Helen Goo ~

SpecsIntact

Customer Comments...

Thanks a million for your help in getting me to load SpecsIntact. I know it isn't easy when you need to direct someone who isn't well versed in IT over the phone. You were very persistent and responsive. I can now convert, edit, and save UFGS Specs in Word format. This is precisely what my group needed. ~ Joe Beneneati ~

SpecsIntact

Discussion

SpecImpact